

STATEWIDE INFORMATION SYSTEMS POLICY

Statewide Policy: Internet Reporting

Product ID: ENT-SEC-091

Effective Date: October 2004

Approved: Steve Bender, Acting Director, Department of Administration

Replaces & Supercedes: This policy supercedes any prior enterprise policies for establishing and implementing information technology (IT) policies and standards.

I. Authorizations, Roles, & Responsibilities

Pursuant to the Montana Information Technology Act (“MITA”) (Title 2, Chapter 17, Part 5 of the Montana Code Annotated (“MCA”), it is the policy of the state that information technology be used to improve the quality of life of Montana citizens, and that such improvement is to be realized by protecting individual privacy and the privacy of the information contained within the state’s information technology systems. [§2-17-505\(1\), MCA](#). It is also the policy of the state that the development of information technology resources be conducted in an organized, deliberative, and cost-effective manner, which necessitates the development of statewide information technology policies, standards, procedures, and guidelines applicable to all state agencies and others using the state network. It is also anticipated that State information technology systems will be developed in cooperation with the federal government and local governments with the objective of providing seamless access to information and services to the greatest degree possible. [§2-17-505\(2\), MCA](#).

Department of Administration: Under MITA, the Department of Administration (“DOA”) is responsible for carrying out the planning and program responsibilities for information technology for state government (except the national guard), including for establishing and enforcing a state strategic information technology plan and establishing and enforcing statewide information technology policies and standards. DOA is responsible for implementing MITA and all other laws for the use of information technology in state government. The director of DOA has appointed the chief information officer to assist in carrying out the department’s information technology duties. [§2-17-512, MCA](#).

Department Heads: Each department head is responsible for ensuring an adequate level of security for all data within their department. [§2-15-114, MCA](#).

II. Policy - Requirements

A. Scope

This policy applies to all computers that reside on the inside of the State's Internet firewall, including all state agencies as well as local government entities. This policy does not apply to colleges and universities, the Commissioner of Higher Education Office, or public access computers in libraries.

B. Purpose

The Department of Administration Information Technology Services Division (ITSD) has the responsibility to insure that the state's telecommunications systems are used in the most effective and secure manner. To do so, ITSD believes that employees must understand the appropriate use of Internet resources. ITSD also finds that allowing access to certain types of web services or sites does not lead to effective and secure use of the systems. Therefore, ITSD adopts the following policy.

The purpose of this policy is to describe the steps to be taken to respond to requests for Internet reporting. This policy is to be used for all requests for Internet reporting, regardless of the agency or individual that is making the request.

C. Definitions

Agency - Any State or local agency, or other entity that uses the State's Internet services.

Internet Reporting - 1) The ongoing analysis of overall Internet usage conducted by ITSD, or 2) a report by ITSD of an employee(s) access of web site(s).

D. Requirements

Reporting of Internet access activity may be provided for the following reasons.

Capacity Management. ITSD will analyze Internet traffic to ensure there is adequate bandwidth to meet user needs, including adequate response times and within budgeted costs of providing the Internet services. ITSD staff, during the course of their analysis, will report any access to a site or class of sites that does not appear to be work related and that is of sufficient volume that may be a potential capacity issue to ITSD management.

Agency Request. Agencies can request a report of Internet sites accessed by an employee(s) of the agency. Agency requests must be in writing from the agency head using the form entitled Request for Agency Communications Records (see [Appendix A](#)). The request should be directed to the [ITSD Service Desk](#).

Public Request. Requests for Internet access records of an individual employee by the public will not be honored without the approval of agency head.

Involvement of Law Enforcement. A request from law enforcement for Internet access records cannot be honored without the appropriate court order (search warrant, etc.). This does not preclude ITSD or any other agency from contacting law enforcement as part of an investigation initiated by the agency. Agency legal counsel should be consulted whenever a court order is served or an investigation involves contact with law enforcement.

E. Background - History On The Creation Of Or Changes To This Policy

This policy was created by the Policy & Planning Services Bureau of the Information Technology Services Division. The policy was distributed to the Information Technology Manager's Council, Information Technology Advisory Council and the SummitNet Executive Council for comment prior to adoption.

This policy was updated by ITSD in 2004 because of the dissolution of the Council.

F. Guidelines - Recommendations, Not Requirements

All entities that use the state's network that are not included within the scope of this policy are encouraged to adopt a similar policy.

G. Change Control and Exceptions

Policy changes or exceptions are governed by the Procedure for Establishing and Implementing Statewide Information Technology Policies and Standards. Requests for a review or change to this policy are made by submitting an [Action Request](#) form. Requests for exceptions are made by submitting an [Exception Request](#) form. Changes to policies and standards will be prioritized and acted upon based on impact and need.

III. Close

For questions or comments about this instrument, contact the Information Technology Services Division at [ITSD Service Desk](#), or:

Chief Information Officer
PO Box 200113
Helena, MT 59620-0113
(406) 444-2700
FAX: (406) 444-2701

IV. Cross-Reference Guide

A. State/Federal Laws

- [2-17-505\(1\)](#) – Policy
- [2-17-514\(1\)](#) – Enforcement
- [§2-17-505\(2\), MCA](#)
- [§2-17-512, MCA](#)
- [§2-15-114, MCA](#)

B. State Policies (IT Policies, MOM Policies, ARM Policies)

- [2-15-112, MCA](#)
- 2-17-302, MCA
- ARM 2.13.102
- ARM 2.13.107
- MOM 3-0620
- Internet Acceptable Use Policy
- SummitNet Acceptable Use Policy
- Transmission Privacy Policy
- User Responsibilities Policy.
- [Appendix A - Request for Agency Communications Records](#)
- [ARM 2.13.101 - 2.13.107](#) - Regulation of Communication Facilities
- [MOM 3-0130 Discipline](#)
- ARM 2.12.206 Establishing Policies, Standards, Procedures and Guidelines.

C. IT Procedures or Guidelines Supporting this Policy

- [Policy: Establishing and Implementing Statewide Information Technology Policies and Standards](#)
- [Procedure: Establishing and Implementing Statewide Information Technology Policies and Standards](#)

V. Administrative Use

Product ID:	ENT-SEC-091
Proponent:	Steve Bender, Acting Director, Department of Administration
Version:	1.1
Approved Date:	July 15, 2008
Effective Date:	October 2004
Change & Review Contact:	ITSD Service Desk
Review Criteria:	Event Review: Any event affecting this policy may initiate a review. Such events may include a change in statute, key staff changes or a request for review or change.
Scheduled Review Date:	July 1, 2013
Last Review/Revision:	Reviewed July 11, 2008. Non-material changes are necessary.
Change Record:	July 11, 2008 – Non-material changes made: <ul style="list-style-type: none">- Standardize instrument format and common components.- Changed to reflect next review date.